

PLASTIC CARD DESIGN AND PRODUCTION PROCEDURES

Definitions and Abbreviations and related Documents:

Designer - person who physically designs and places/produces production orders for card printing

CST - NMC Customer Service Team **EC** - End-customer/merchant.

CDRF - Card Design Request Form, a PDF document that contains DESIGN request information.

web location: <http://www.nationalmerchant.com/PDF/CDRF.PDF>

SVCA - Stored Value Card Agreement, a PDF document that serves as contract between NMC and end-customer.

web location: http://www.nationalmerchant.com/PDF/SVCA_GC.PDF

FP - Final Proof document issued by designer to end-customer in order to stipulate final approval of design before printing.

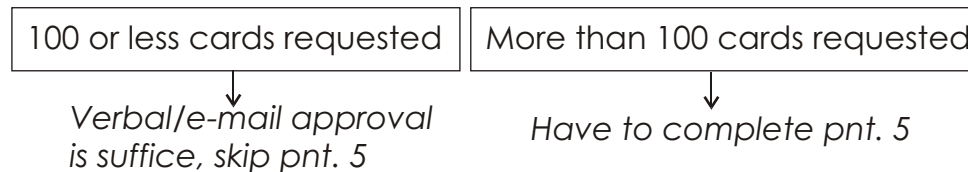
location: issued on case by case basis for merchants that require printing of 101+ cards, to minimize risks.

GCRG - NMC Gift Card Reference Guide, document/instructions on how to use Stored Value Cards for end-customer

web location: <http://www.nationalmerchant.com/PDF/GCRG.PDF>

1.DESIGN

1. Completed **CDRF** is submitted to Designer by **CST** Member.
2. Designer issues number of requested actual samples or/and web-based link to design also given to **CST**.
3. Design tweaks between **EC** and **CST** are commenced based on initial design.
4. Design finally approved by EC:



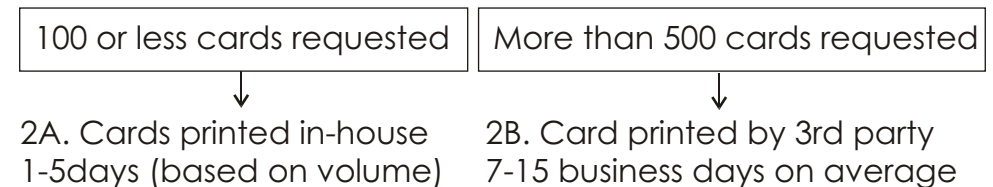
5. Designer issues **FP** for customer to sign, **FP** has to be physically mailed by CST to EC and received back in its original state with signature and comments if applicable. Fax or copies are NOT acceptable, we need to keep full colored signed proof.
6. **CST** Member issues **SVCA** and when completed and signed, transfers SVCA to Designer for production.

NOTE to CST member, SVCA must contain:

- merchant Signature / Name
- exact quantity requested and price/per card quoted
- grand total with shipping charges

2.PRODUCTION

1. Upon receiving on SVCA, Designer proceeds with production:



3. After cards are produced they are either mailed directly to EC or to CST depending on CST arrangements.

NOTE to CST member, when mailing cards to EC
please include:

- SVCA
- GCRG (NMC Gift Card Quick Reference Guide)
- CST business card

Related material

- CHECKLIST of Card Design & Production (per case)
- PERSONNEL: names and contact info of people involved in Card Design & Production Procedures

C H E C K L I S T (for PLASTIC CARD DESIGN AND PRODUCTION)

End-Customer DBA		NMC ID (if applicable)	
CDRF submitted by		Date	Initial Here
Design created and	<input type="checkbox"/> Mailed <input type="checkbox"/> E-mailed _____	Date	Initial Here
Design Approved by EC	<input type="checkbox"/> Verbally <input type="checkbox"/> By E-mail _____	Date	Initial Here
FP signed by EC	<input type="checkbox"/> Not Needed <input type="checkbox"/> Yes _____	Date	Initial Here
SVCA issued by		Date	Initial Here
SVCA signed	<input type="checkbox"/> Yes _____	Date	Initial Here
SVCA received by Designer	<input type="checkbox"/> Yes _____	Date	Initial Here
Estimate Date Production given	_____	Date	Initial Here
Card Produced on	_____	Date	Initial Here
Cards Shipped to	<input type="checkbox"/> EC <input type="checkbox"/> NMC CST <input type="checkbox"/> Other _____ Specify Other	Date	Initial Here
Cards Received by EC	<input type="checkbox"/> Yes _____	Date	Initial Here

COMMENTS:
